



Health Services
LOS ANGELES COUNTY

October 13, 2009

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TO: Each Supervisor

FROM: John F. Schunhoff, Ph.D. 
Interim Director

SUBJECT: **DEPARTMENT OF MANAGED HEALTH CARE
NOTICE OF 2009 ROUTINE MEDICAL SURVEY OF
COMMUNITY HEALTH PLAN**

This is to inform you that on August 11, 2009, the County of Los Angeles, Department of Health Services (DHS) dba Community Health Plan (CHP) received a notice from the Department of Managed Health Care (DMHC) of an upcoming 2009 Routine Medical Survey (survey). The scheduled survey is pursuant to Section 1300.80 of the Knox-Keene Act. The survey will be conducted by Managed Healthcare Unlimited (MHU), a firm contracted with the DMHC based in Long Beach, California.

The focus of the survey will be in areas of: Utilization Management, Quality Management, Grievance and Appeals and Access and Availability. As a standard process, the survey consists of the following components:

Pre-Site Requirement:

- The pre-site requirement consists of the compilation of documents, reports and other relevant information for each specific standard as outlined in Title 28 of the Code of Regulations.
- The information/documents were submitted to the DMHC on September 8, 2009.

On-Site Survey:

- The on-site survey is scheduled on October 20 – 23, 2009.
- Approximately five (5) reviewers will be conducting the on-site survey.
- The on-site survey will consist of staff interviews and further review of various documents/reports.

If you have any questions, or need additional information regarding this matter, please contact me or Carol Meyer, Chief Network Officer at (213) 240-8370.

JFS:TL:np

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors

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through leadership,
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